

MAIN EXTENSION NUMBER

Your main extension number (also known as Primary Directory Number) is assigned to the **Line** Key on your phone. When you lift the handset, your main extension number is automatically selected, you will hear dial tone and are ready to make a call.

PLACING A CALL

Internal:

- Lift handset, hear dial tone
- Enter **4** digit extension number

External:

- Lift handset, hear dial tone
- Enter **9** (no change in dial tone) and number

On-Hook Dialing

- To place a call without lifting the handset:
- Press **Line**
- Hear dial tone
- Dial the number
- Pick up the handset when the number starts ringing

If busy,

- Press **Goodbye**

HOLD

To place a call on hold:

- Ask the party to hold
- Press **Hold**
- Hang up

To retrieve held call:

- Lift handset
- Press **LINE**

TRANSFER

To transfer a call to another extension:

- Ask party to hold
- Press **Feature 1**, hear special dial tone
- Call is placed on *Temporary HOLD*
- Enter extension number
- When party answers, announce call
- Press **Feature 1** again

NOTE: If you hear a busy or ring-no-answer, press your extension to return to original call.

CALL PARK

This feature is used to move a call in the system and retrieve it from another phone.

To activate using special park numbers:

- Press **Feature 2**
- Enter your extension number
- Press **Feature 2**, and hang up

To retrieve call parked on special park number:

- Lift handset
- Enter **172** and your extension number

CALL FORWARD ALL CALLS (Internal Only)

To temporarily redirect your incoming calls to another extension. Outgoing calls can still be made when call forward is active. Your phone will not ring while call forward is active unless the extension that is receiving your calls, calls you.

To activate:

- With handset on hook, press **Feature 3**
- Enter the extension number that is to receive your calls
- Press **Feature 3** again
- Red lamp on left of display lights steady

To cancel:

- With handset on hook, press **Feature 3**
- Your calls are no longer forwarded

NOTE: Always notify the person your calls will be forwarded to.

CONFERENCE

Allows you to place a caller on temporary hold and add an additional party into the conversation without tying up another line. You can conference up to 6 parties including yourself. It is recommended only 2 outside calls be in the conference call.

To activate:

- During an active call press **Feature 4**
- Hear special dial tone
- Caller is placed on *Temporary HOLD*
- Enter extension or outside number
- Press **Feature 4** again to bring all parties together

To drop off call:

- Press **Goodbye** or hang up

NOTE: If you hear a busy or ring-no-answer, press your extension to return to original call.

SPEED CALL

Allows you to represent a telephone number as a **2** digit code for abbreviated dialing. Each number can be up to 20 digits.

- List of up to 20 numbers = Codes 00-19

To program or change:

- With handset in place, press **Feature 5**
- Enter **2** digit speed call code
- Enter telephone number to be stored
- Press **Feature 5** again

To use:

- Lift handset, hear dial tone
- Press **Feature 5**
- Enter **2** digit speed call code

To cancel a code:

- With handset in place, press **Feature 5**
- Enter **2** digit speed call code
- Press * key
- Press **Feature 5** again

NOTE: A 9 must be programmed with number for outside calls

CALL PICKUP

To pickup another ringing telephone in your group:

- Lift handset
- Press **13**

NOTE: If ringing extension is not within your assigned group, or is already answered, fast busy will be heard.

DIRECT PICKUP

To pick up a specific extension that is ringing in a group:

- Lift handset
- Dial **195**
- Enter extension you wish to answer

GROUP PICKUP

To pick up a specific extension that is ringing in a group:

- Lift handset
- Dial **194**
- Dial group number you wish to answer

LAST NUMBER REDIAL

The telephone always stores in memory the last number manually dialed.

To activate:

- Lift handset, press **Line** once

OR

- For on-hook dialing (with handset in place), press **Line** twice

Note: The number will remain in the memory until you change it by dialing another telephone number.

** FIXED FEATURE KEYS **

Volume Control Bar (Located below dial pad)

- Used to adjust volume on the ringer, speaker or handset. Increase volume by pressing the right side of the bar, decrease by pressing the left side. Adjust ringing volume while the phone is ringing.

Goodbye

- Disconnect a call on any active extension by pressing **Goodbye** or by hanging up the handset.

Note: Goodbye is useful when dropping off a conference call.

Feature

- Used to access programmed features.

Line

- Your Extension number is assigned to this key. This key is used for incoming and outgoing calls.

Hold

- Place an active call on hold by pressing the **Hold** key. (A single buzz tone through the speaker occurs after a call has remained on hold for one minute and re-occurs at one minute intervals.)

Message And Call Indicator

- A red light indicator will light to notify you when a call is coming in or voice mail message has been received. To retrieve messages, dial extension of voice mail.

Feature Activation Indicator

- A red light indicates by flashing when feature sequence is being entered.

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USER GUIDE
FOR
M3901
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